

Technical Service Bulletin (TSB)
Unable To Start Vehicle - Shifter Inoperable

REFERENCE:	TSB: 08-334-25 GROUP: 08 - Electrical	Date:	October 8, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup This bulletin applies to vehicles equipped with a Rotary Shifter - Black (Sales Code C1G), a Rotary Shifter - Bright (Sales Code C1H) or a Rotary Shifter - Jeweled (Sales Code C1N).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs): - B2199-16 - Battery Voltage-circuit Voltage Below Threshold. - B21DD-84 - System Voltage-signal Below Allowable Range. - C2129-00 - Battery Voltage. Customers may also comment on one or more of the following: - Unable to start vehicle. - Gear shifter spins freely with no PRNDL LED indication on the Automatic Gear Shift Module (AGSM).				
CAUSE:	Low voltage battery protection for AGSM				

REPAIR SUMMARY:

This bulletin involves replacing the AGSM.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-19-77-97	Module, Electronic Shift (ESM) - Replace (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68538331AL	Shifter Assy	Rubber Knob, w/ Engine Start Stop - C1G
1 (AR)	68538336AL	Shifter Assy	Rubber Knob, 4-Button T-Case, w/ Engine Start Stop - C1G
1 (AR)	68538337AL	Shifter Assy	Rubber Knob, 4-Button T-Case, w/ Axle Lock, Engine Start Stop - C1G
1 (AR)	68538338AL	Shifter Assy	Rubber Knob, 4-Button T-Case, w/ Axle Lock, Select Speed, Engine Start Stop - C1G
1 (AR)	68538333AL	Shifter Assy	Rubber Knob, 3-Button T-Case, w/ Engine Start Stop - C1G
1 (AR)	68538334AL	Shifter Assy	Rubber Knob, 3-Button T-Case, w/ Axle Lock, Engine Start Stop - C1G
1 (AR)	68538335AL	Shifter Assy	Rubber Knob, 3-Button T-Case, w/ Axle Lock, Select Speed, Engine Start Stop - C1G
1 (AR)	68538339AL	Shifter Assy	Metal Knob, w/ Engine Start Stop - C1H
1 (AR)	68538343AL	Shifter Assy	Metal Knob, 4-Button T-Case, w/ Engine Start Stop - C1H
1 (AR)	68538344AL	Shifter Assy	Metal Knob, 4-Button T-Case, w/ Axle Lock, Engine Start Stop - C1H
1 (AR)	68538345AL	Shifter Assy	Metal Knob, 4-Button T-Case, w/ Axle Lock, Select Speed, Engine Start Stop - C1H
1 (AR)	68538303AL	Shifter Assy	Jeweled Knob, 4-Button T-Case, w/ Engine Start Stop - C1N
1 (AR)	68538304AL	Shifter Assy	Jeweled Knob, 4-Button T-Case, w/ Axle Lock, Engine Start Stop - C1N
1 (AR)	68538305AL	Shifter Assy	Jeweled Knob, 4-Button T-Case, w/ Axle Lock, Select Speed, Engine Start Stop - C1N

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts.

1. Replace the shifter assembly. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 21 - Transmission and Transfer Case / Automatic - 8HP75 / Shifter, Transmission / Removal and Installation.
2. Clear all DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

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